MOWINS Hot Topics

Q & A to Missing Proofs & DCN Project

Missing Proofs

Policies Related to Missing Proofs

ER# 3.03850 – Proof of Identity

ER# 3.01800 – Residence Requirements for Participants

ER# 3.02000 – Income Assessment and Documentation

Question: Do participants sign Rights & Responsibilities when they pickup benefits?

Answer: The Rights & Responsibilities should only be signed when ALL required for a certification has been completed. This includes the verification of all proofs which consists of the ID, Residency, and Income proofs.

Question: When agencies do an Incomplete Cert selecting the No Proof/Incomplete option in a required proof field, it stays in MOWINS for 30 days, is that correct? Or how long will the Incomplete Cert stay in the system?

Answer: An Incomplete Cert will stay in the system for 30 plus days, but policy only allows 30 days for the participant to bring in the missing proofs and for the agency to complete the certification.

Question: What if the participant comes in like 40 or 45 days after the certification was started with missing proofs?

Answer: The incomplete certification will need to be removed by going to the Certification menu and selecting Remove Incomplete Certification. Then a new certification can be started.

Question: Our agency gets participants that have had a hospital certification. These participants had missing proofs and had benefits issued from the hospital. Is that allowed?

Answer: Hospital certifications are different from clinic certifications. Acceptable proofs for clinic and hospital certifications for Identity and Residency can be found in WOM policy ER# 3.0850 and ER# 3.01800. Information regarding documentation of Income proof in the clinic and in the hospital can be found in WOM policy ER# 3.02000. For hospital certification use only

MOWINS has the Income Proof selection of "Hospital Cert – Delayed Income Proof Only". For additional guidance regarding this question or these policies, please contact your district TA.

Question: Whenever you remove the Incomplete Cert if you've done bloodwork it will also be removed from the record. Should you make a General Note with the values to save it and re-enter it when the participant returns to do the certification after 30 days or do they need to recollect the bloodwork?

Answer: A HT/WT value can be used for up to 60 days and the Bloodwork value can be used for up to 90 days, but must have been collected while in the same status as when being certified. WOM Policy ER# 2.02800 states this. The agency may document height, weight, and bloodwork values in a General Note instead of the HT/WT/Bloodwork so that information is not included in an incomplete CGS. Then when the agency completes a certification, even if it is past the 30 days, the HT/WT/Bloodwork won't have to be collected again as long as they are within collection guidelines.

Question: When you start a certification and don't have proofs it's only good for 30 days. Why is that, especially if the values collected for Height/Weight/Bloodwork are acceptable beyond 30 days? So why do we have to start the cert over after 30 days?

Answer: WOM Policies ER# 3.0850, ER# 3.01800, and ER# 3.02000 all state that the participant must return with missing proofs within 30 days. Please refer to your District TA for any additional clarification regarding this question.

Question: Whenever you enter Missing Proof/Incomplete why does MOWINS not stop you from accidentally issuing benefits?

Answer: The menu drop-down selection of Missing Proof/Incomplete is not programed in the background to stop issuance of benefits. Previously there was the option of Pending Proof that did stop issuance however, with now issuing benefits M2M it allowed over issuance. For the time being the Missing Proof/Incomplete and Alerts are the only way we can work without requesting an enhancement and long wait.

Question: When an Incomplete Cert is done the system won't always let you set a goal. How should we handle this?

Answer: It's recommended to make a General Note regarding the goal and possibly an Alert to address it at a later date.

DCN Project

Question: Why is it that we are always supposed to enter the lower DCN in MOWINS when in PROD the lower number is not always the "active" number?

Answer: Regardless of which DCN is the "active" number, for the time being WIC wants the lower DCN to be entered in the PMI # field.

Question: We've using the report for missing DCNs. Sometimes we go to add the DCN to the Demographics, but the participant has not yet been certified. In this case, how do you add the DCN to the PMI # field and save it without proofs? How do you get by this or do you enter the No Proof/Incomplete in the proof fields?

Answer: To save the DCN information when this situation occurs set an alert for the participant noting the DCN.

Question: If you only enter the DCN in an Alert and not in the PMI # field the participant isn't removed from the Missing DCN report. In order to have the participant removed from the report the DCN must be entered in the PMI # field. How can you get that participant of the Missing DCN report if they never come in for certification?

Answer: If necessary go ahead and enter the DCN in the PMI # field and select the No Proof/Incomplete for the required proofs in order to save the information.

Question: When looking at DCNs and the higher number is the "active" number do we still enter the lower number in the PMI # field?

Answer: The lower DCN should be recorded in the PMI # field, but it is suggested that the higher, "active" number be recorded in the Alerts and/or General Notes.

Question: What does WIC actually use the DCN for now? Why do we have to enter it in MOWINS?

Answer: Eventually MOWINS will interface with the Mainframe and that would mean that information contained on the HDFS screen would be part of MOWINS.

Question: If the DCN in the PMI # field is not the "active" DCN how will it help us when MOWINS is connected to the Mainframe?

Answer: At this time for consistency, we still want the lower DCN recorded in the PMI # field even if it is not the "active" number. We will address this issue when we are closer to interfacing MOWINS with the Mainframe.

Missouri WIC
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